



Certificate of Express Mailing

"Express Mail" Mailing Label Number: EV194992804US

Date of Deposit: 01/07/2003

Ref: Case Docket No.: P3253

First Named Inventor: Alec Miloslavsky

Serial Number: 08/948,530

Filing Date: 10/09/1997

Title of Case: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Response H.
2. RCE transmittal.
3. Duplicate RCE transmittal.
4. Check for fees in the amount of \$750.00.
5. Certificate of express mailing.
6. Postcard listing contents.

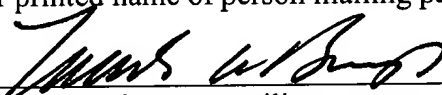
RECEIVED

JAN 10 2003

Technology Center 2600

Mark A. Boys

(Typed or printed name of person mailing paper or fee)


(Signature of person mailing papers or fee)